

Service	Device	Presence Detection	Delivery Confirmation	Guaranteed Delivery	Receipt Acknowledge	
					Native 147	Manual 149
AOL	Any Device that has AOL Instant Messenger	✓	—	—	—	✓
Yahoo!	Any Device that has Yahoo Instant Messenger	✓	—	—	—	✓
Microsoft	Any Device that has MSN Instant Messenger	✓	—	—	—	✓
Pager	Interactive Pager	—	Varies	Some	Some	—
	Alpha/Numeric Pager	—	Varies	Some	—	✓
	Cell Phone Based Pager	—	Varies	Some	—	—
	Two-Way Pagers	—	Varies	Some	✓	—
Wireless enabled PDA	PDA	—	✓	Some	Some	✓
	Windows CE	—	✓	Some	Some	✓
Voice Mail	Mobile Phone Voice Mail	—	—	✓	—	—
	Business Voice Mail	—	—	✓	—	—
Voice Call	Business Phone	—	—	✓	—	✓
	Home Number	—	—	✓	—	✓
	Alternative Business Contact	—	—	✓	—	✓
	Mobile Phone	—	—	✓	—	✓
SMS	SMS Capable Device	—	Varies	✓	—	✓
WAP	WAP Micro-browser capable device	✓	✓	—	✓	—
	WAP Phone	—	✓	—	✓	—
Email	Email Client	—	✓	—	✓	✓

FIG. 5D

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<u>Device</u> <u>162</u>	<u>SMS</u> <u>164</u>	<u>Email</u> <u>166</u>	<u>IVR</u> <u>168</u>	<u>Voice Mail</u> <u>170</u>	<u>Instant Messenger</u> <u>172</u>
Web Phone	✓	✓	✓	✓	✓
Mobile Phone (without internet access)	✓	✓	✓	✓	✓
Touch Tone Phone			✓	✓	
Pulse Dial Phone				✓	
Personal Computer/ Desktop			✓		✓
Windows CE Device			✓		✓
Interactive Pager			✓		
Palm OS Handheld			✓		✓

FIG. 5E

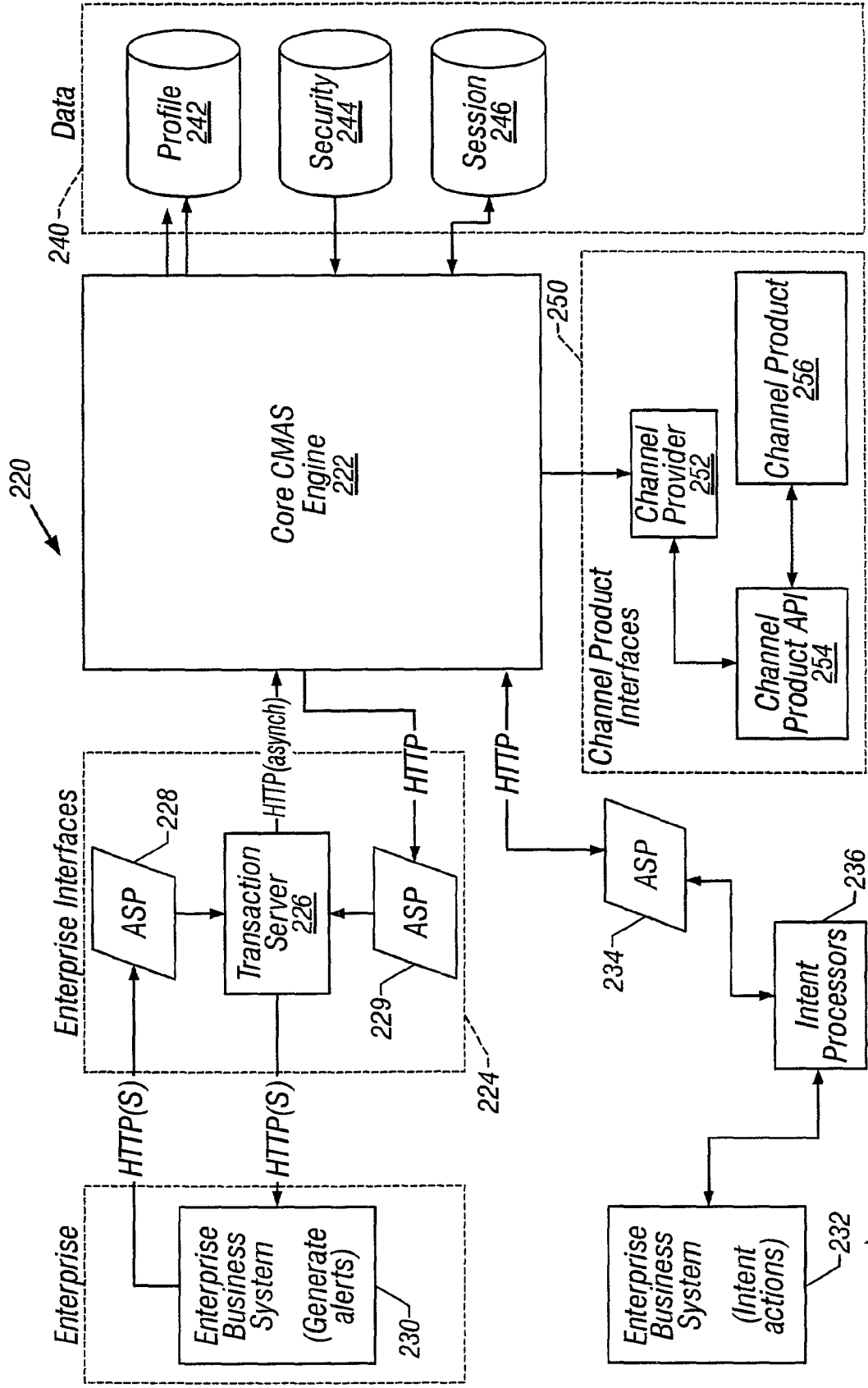


FIG. 6B